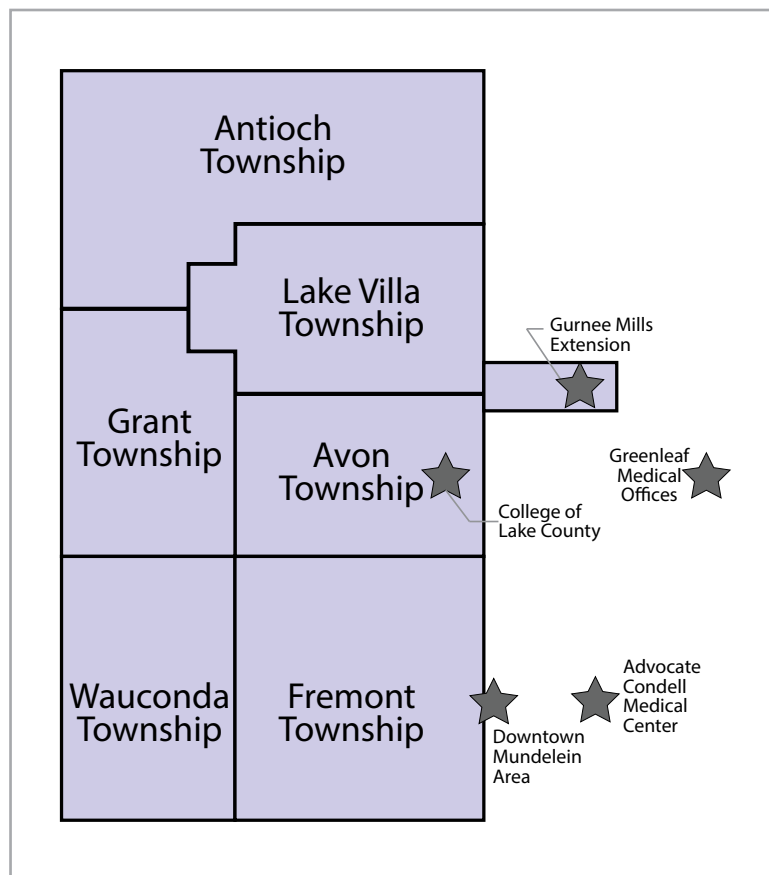




2014 Rider's Guide

Northwest Demonstration Project | Dial-a-Ride Transportation Services



Serving the townships of

Antioch
Avon
Fremont
Grant
Lake Villa
Wauconda

About the Service

Residents of Lake County's northwest townships of Antioch, Avon, Fremont, Grant, Lake Villa and Wauconda have curb-to-curb dial-a-ride service within this designated area, and also to the Gurnee Mills commercial area, Greenleaf Ave. medical offices, and the downtown Mundelein area.

The service is sponsored by the six townships with assistance from the Lake County Coordinated Transportation Services Committee (LCCTSC), Lake County, and Pace Suburban Bus. The project is funded in part by two grants from the Regional Transportation Authority. Local matching funds for these federal grants are provided by Lake County and Pace Suburban Bus.

Safety, courtesy and on-time performance are expected of our transportation providers and we need to know when that expectation has not been met. To share a concern or make a comment, call the Pace Suburban Bus Customer Relations Center at 800-606-1282 (press option #2), or 847-364-7223.

For Spanish translation services, call Pace Customer Service at 847-228-3575, leave a message, and a bilingual service representative will return your call.

The LCCTSC Northwest Demonstration Project operates without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the NW Demonstration Service by contacting his or her township office.

How Does It Work?

- **Residents must register for the service through their township office.** If you have questions about the service or need help to fill out your application, contact your township office:

Antioch Township	847-395-3378
Avon Township	847-546-1446
Grant Township	847-740-2233
Lake Villa Township	847-356-2116
Fremont Township	847-223-2847
Wauconda Township	847-526-2631

- Service is open to residents of Antioch, Avon, Fremont, Grant, Lake Villa, and Wauconda Townships.
- **Priority is given to seniors (65+) and people with disabilities.**
- Residents who are not seniors (65+) or disabled will be required to register yearly.
- Children under the age of 13 must be accompanied by an adult.

How Much Does It Cost?

- One-Way Fares:
 - **\$3 each way** for trips **under 10 miles** for disabled and/or seniors (age 65+)
 - **\$4 each way** for trips **under 10 miles** for general public
 - **\$6 each way** for trips **over 10 miles** for disabled, senior and/or general public
 - **\$5 each way** for dialysis subscription trips
 - **\$0.15 transfer fee** for disabled and/or seniors if transferring to other dial-a-ride or ADA paratransit services
- Exact change is required.

How Do I Schedule or Cancel a Trip?

Contact the Call Center to make or cancel reservations:

Phone: 800-201-6446 | TTY: 877-218-0905
Monday–Friday, 6am–6pm

- Call **one day in advance** to schedule. People with disabilities and seniors will be given priority to reserve trips from 6 am to 12 pm. General public riders may call for reservations from 12 pm until 6 pm.
- Rides are offered on a first-come, first-served basis and are subject to bus capacity.
- **Seniors and people with disabilities may make 7-day advance reservation for work and medical appointments.**
- Registered riders may be accompanied by one additional person for the general public fare of \$4 each way.
- If you must cancel, please provide at least two hours' notice.

Cancellation/No-Show Policy:

- Two cancellations with less than two hours' notice in a single month will result in a 30-day suspension from the NW Demonstration Service. You will be notified each time you have canceled a scheduled trip with less than 2 hours' notice.
- A no-show will result in a 30-day suspension from the NW Demonstration Service. You will be notified when you have missed a scheduled trip.

Where and When Can I Use the Service?

- The first scheduled pick-up time for the NW Demo Dial-a-Ride is at 5:30am and the last scheduled pick-up time is at 6:45pm.
- Eligible passengers of **Antioch, Avon, Fremont, Grant, Lake Villa, and Wauconda** townships may travel between and within these townships Monday through Friday from 5:30am to 6:45pm and to the additional destinations specified below:

Greenleaf Ave Medical Offices

see detailed map for specific locations

Mundelein Metra Station

205 N. Archer, Mundelein

Lake County Center for Independent Living (LCCIL)

377 N. Seymour, Mundelein

HealthReach Clinic

109 N. Seymour, Mundelein

College of Lake County (CLC)

19351 West Washington Street, Grayslake

Gurnee Mills Shopping Area

see detailed map for specific locations

Libertyville Sports Complex

1950 N. Highway 45, Libertyville

Advocate Condell Outpatient Services

1170 E. Belvidere Rd. Rte.120, Grayslake

Northwestern Grayslake Outpatient Services

1475 E. Belvidere Rd. (Rte. 120), Grayslake

Mid-Lakes Clinic Lake County Health Department

224 W. Clarendon, Round Lake Beach

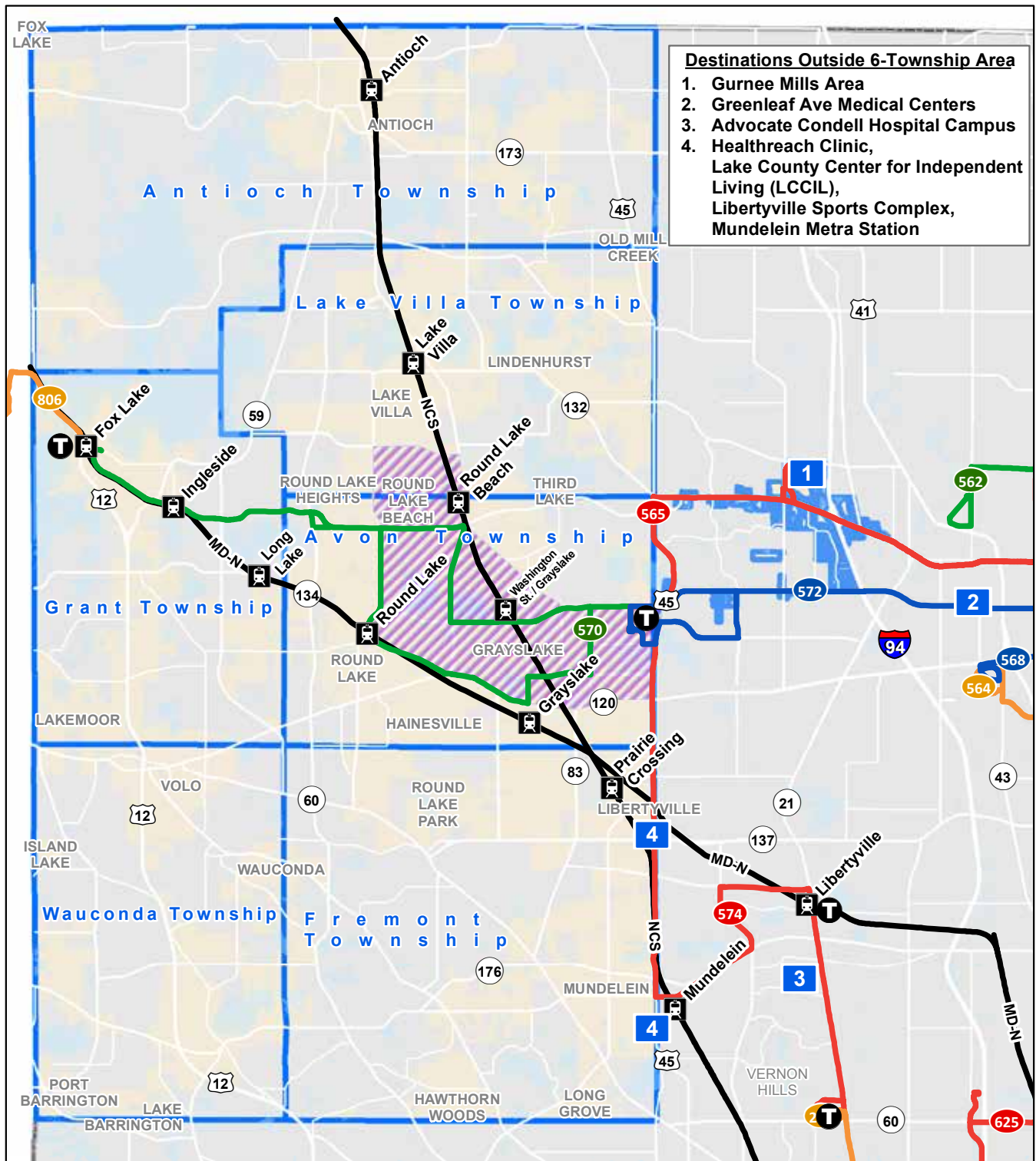
Advocate Condell Hospital Campus:

801 S. Milwaukee Ave., Libertyville

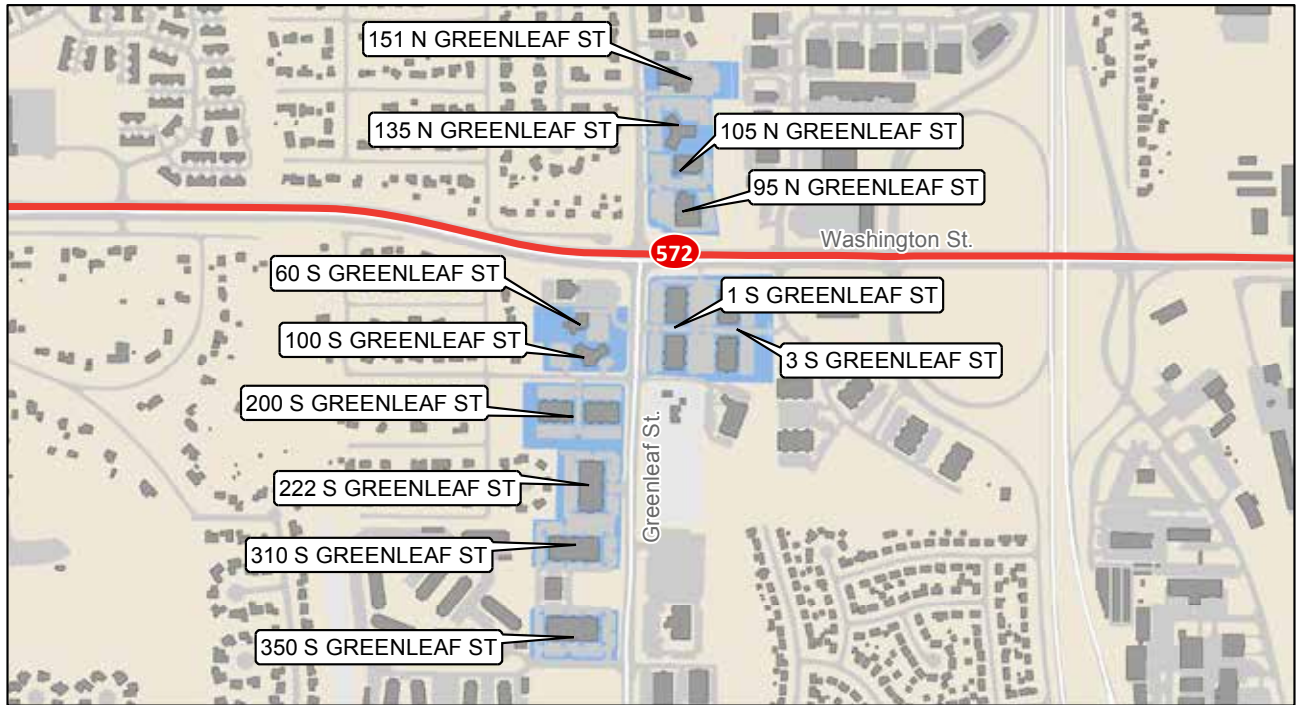
200 W. Golf Rd., Libertyville

755 S. Milwaukee Ave., Libertyville

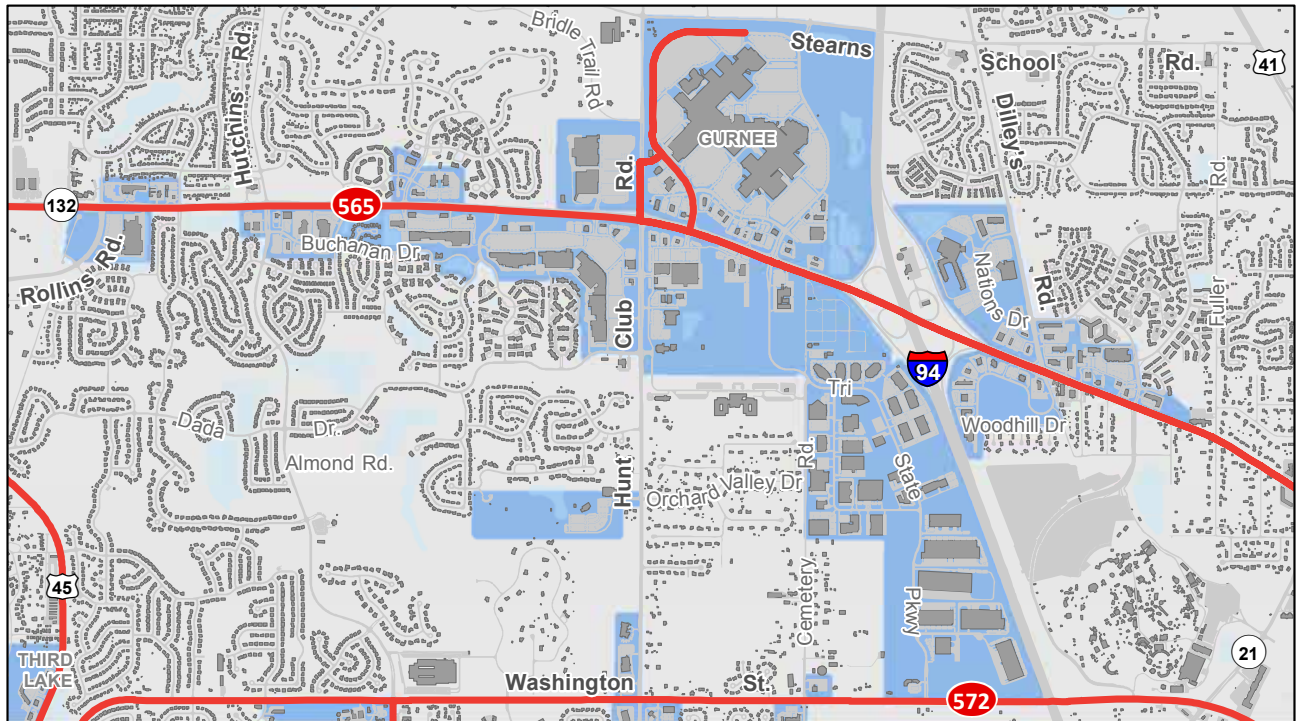
LCCTSC Northwest Demonstration Project Service Area



Greenleaf Medical Centers Destinations



Gurnee Mills Area Destinations



Pace Bus Routes



Transfer Point

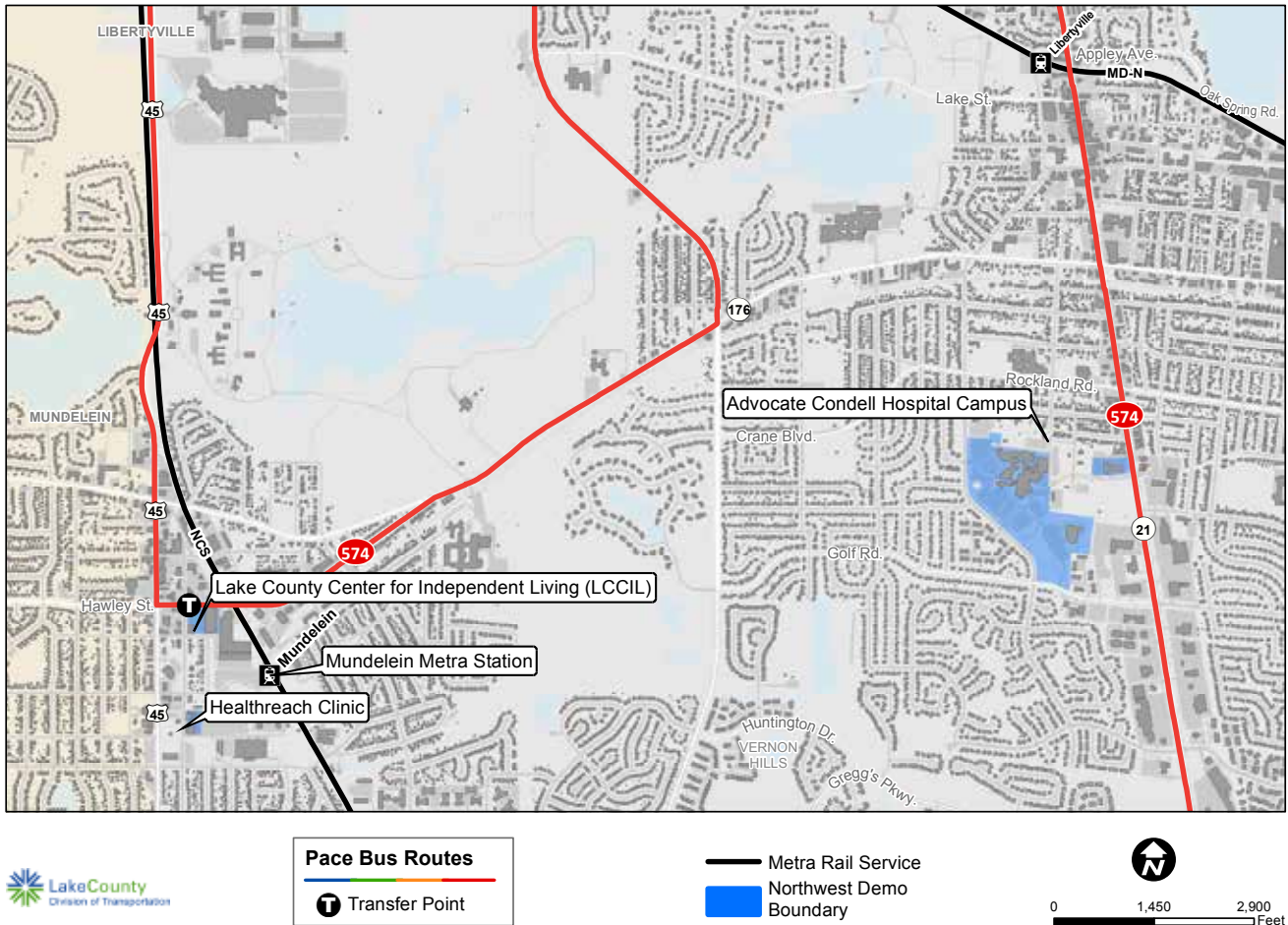


**Northwest Demo
Boundary**

0 800 1,600 3,200
Feet



Mundelein and Libertyville Destinations



Can I Transfer to Other Services?

Eligible NW Demo Service passengers may use the service to connect with other available transit services operating in Lake County, such as Metra*, Pace fixed routes, other Pace Dial-a-Ride services, Pace Vernon Hills-Mundelein Call-n-Ride and Round Lake Call-n-Ride services.

For example:

To travel to McHenry County:

- Use the NW Demo to the College of Lake County (a Pace Bus transfer hub) and take Route 570 to downtown Fox Lake (near the Fox Lake Metra Station). Then transfer to Pace Route 806 to McHenry and Crystal Lake.
- NW Demo registered riders may transfer to McHenry County's "MCRIDE" Dial-a-Ride service. For more information, ask call center staff when reserving a trip with the NW Demo service. Transfer cost is \$0.15.

To travel east toward Waukegan:

- Use the NW Demo to the College of Lake County (a Pace Bus transfer hub) and take Route 572 eastbound.
- Seniors & disabled NW Demo riders eligible for RTA reduced fares may transfer to the Northeast Lake/Warren Township Dial-a-Ride service to downtown Waukegan, the Veterans' Assistance Hospital, or Gurnee Mills. For more information, ask call center staff when reserving a trip with the NW Demo service. Transfer cost is \$0.15.

To travel south toward Cook County:

- Use the NW Demo to the College of Lake County (a Pace Bus transfer hub) and take Route 572 southbound, then connect with Route 272 at Westfield Hawthorn shopping center to Lake-Cook Road.

The NW Demo serves any North Central Service or Milwaukee District/North Line Metra station within the townships of Avon, Antioch, Fremont, Grant, Lake Villa, or Wauconda.

Remember to make any travel arrangements necessary to complete your trip outside of the NW Demo service area. If you need assistance with travel arrangements using public transportation, contact RTA Customer Service at 312-913-3110.

*All Metra stations in Lake County and most in Cook County are ADA accessible. Contact RTA Customer Service at 312-913-3110 for more information.